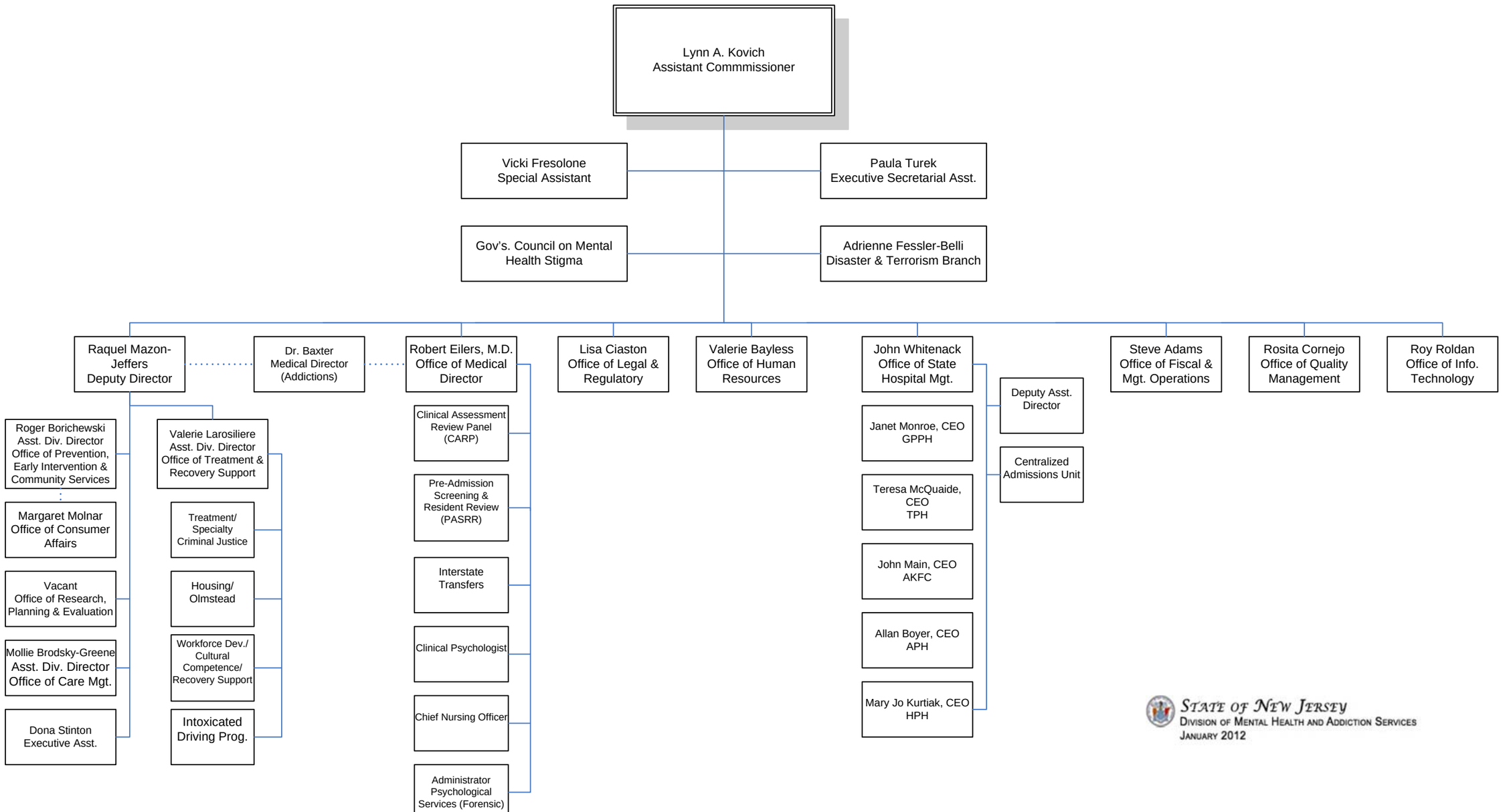
Division of Mental Health and Addiction Services



STATE OF NEW JERSEY
DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES
JANUARY 2012

Division of Mental Health & Addiction Services
wellnessrecoveryprevention
laying the foundation for healthy communities, together

OFFICE DESCRIPTIONS

The Office of the Assistant Commissioner

- DMHAS is the single state authority for mental health and substance abuse disorders with a budget that exceeds $900 million, employs over 5,000 and serves approximately 250,000 New Jersey residents
- Responsible for the coordination, administration, management and supervision of the institutional and community public mental health system, and is also responsible for regulating, monitoring, planning and funding substance abuse prevention, treatment and recovery support services
- Operates five psychiatric hospitals, one of which is a forensic center, and monitors inpatient services provided by public hospitals and psychiatric units in local general hospitals with which the Division contracts
- Contracts with approximately 280 private non-profit agencies for community mental health and addiction services

The Office of Disaster and Terrorism

- Responsible for activating the state's mental health disaster response plan, in coordination with the NJDHS Emergency Social Services Coordinator and the New Jersey Office of Emergency Management, during a declared disaster
- Each New Jersey county also maintains a county-specific all hazards mental health disaster plan
    - During times of disaster, the county's plan can also be activated by the County Mental Health Administrator in coordination with the County Office of Emergency Management and in collaboration with the State partners

The Office of Fiscal and Management Operations

This office is responsible for all of the Division's fiscal operations including:

- Preparation of the budget request
- Preparation and monitoring of Central Office CO (including regions), community and hospital spending plans
- Administering third party contracting system
- Administering reimbursement of county hospitals

- Administering fiscal aspects of federal and other grants
- Developing initiatives to maximize non-State support of services
- Developing various Federal claims
- Administering internal control self assessment process
- Developing and maintaining Division cost allocation plan (CAP)
- Various procurement and accounting functions

The Office of State Hospital Management

This office coordinates and oversees the operation of all State Psychiatric Hospitals working to provide a safe, therapeutic environment as the patients are prepared to reintegrate back to the community. The hospitals are:

- Ancora Psychiatric Hospital in the Southern Region
- Trenton Psychiatric Hospital in the Central Region
- Greystone Park Psychiatric Hospital in the Northern Region
- Ann Klein Forensic Center (AKFC) for Legal Patients Statewide
- Hagedorn Psychiatric Hospital is being downsized in preparation of closing by June 30, 2012
- Centralized Admissions Unit coordinating all admissions statewide except AKFC

The Office of Legal and Regulatory

The legal office supports central office, regional and hospital staff in functioning within the regulations and the law, specifically undertaking to:

- Problem solve with issues that present through the civil commitment process
- Explain, advise and assist with legal requirements for treatment and programs
- Assist the Attorney General's staff with legal requests
- Negotiate and draft legislative initiatives, draft or coordinate the production of comments on proposed legislation
- Provide advice to the executive staff on new federal and state legal requirements and standards
- Coordinate representation of employees in tort claims against the State
- Advise and assist community providers in complying with licensing requirements both from addictions and from the perspective of mental health community providers
- Create necessary regulations for both addictions and mental health and align both with the new integrated clinical functions and legal requirements
- Support any required initiatives that come out of the Medicaid Waiver and the approval of any additional managed care initiatives
- Review potential conflicts of interest and compliance with ethics laws

The Office of the Medical Director

- Provides clinical support and oversight for the Division in regard to mental health and addiction services in the State, including setting clinical standards for policy implementation
- Through the Clinical Assessment and Review Panel (CARP), provides for the review of forensically-involved and/or high risk state hospital inpatients, as well as individuals committed to the Special Treatment Unit under the Sexually Violent Predators Act, who are moving less restrictive levels of supervision before their discharge/release
- Supports the Director of the Office of State Hospital Management, assisting and helping to review admissions to and to coordinate transfers among the state psychiatric hospitals
- Supports the hospitals' clinical disciplines (e.g. psychiatry, medicine, nursing, and psychology), and assists with training and clinical policy development
- Works to ensure that co-occurring treatment for those with mental health and addictions disorders is made available at all service levels
- Oversees clinical services for older adults and the PASRR process, which is a Federal review requirement to determine whether individuals mental health needs can be met in a nursing facility
- Works closely with the Director of Quality Management to develop performance measures and monitor the quality of care, including use of psychotropic medications and other treatment interventions, and this also involves the review of deaths and serious incidents occurring in the state hospitals and in the community
- Assists with the of the Division's initiative to integrate behavioral health and primary care services

The Office of Quality Management

The office consists of two main functional units:

- Patient Services Compliance Unit (PSCU)
    - Promotes safe, therapeutic and recovery-oriented care at the State psychiatric hospitals through objective monitoring, review and information sharing
    - PSCU partners with consumers and their families to ensure that recovery-oriented care is provided at all State psychiatric hospitals
- Quality Improvement Unit
    - Continually and systematically plans, designs, measures, assesses and improves performance of hospital and community key functions and processes relative to consumer care

The Office of Human Resources

Responsible for the management, administration and oversight of all aspects of Human Resources operations, programs and related functions which include, but are not limited to:

- Classification and compensation, recruitment, selection and placement, employee services, timekeeping utilizing the eCats system, furlough management, benefits administration, position management and control, labor relations (shared with DHS), ADA, performance assessment program, promotional process, employee awards programs, new employee orientation, staffing and workforce utilization
- Coordinate the fingerprinting and drug testing processes within the hospitals
- Allocate and monitor cut check levels and operational standards consistent with State and federal requirements and monitor hospital spending plans, salary expenditures and the use of overtime
- Develops and implements policies and procedures regarding human resource areas
- Provide human resource guidance to hospital Chief Executive Officers and HR Managers and we oversee the 5 Hospital HR Managers
- Performs hospital site visits to serve as a resource and to facilitate systematic changes
- Establish various monitoring and tracking systems to evaluate program compliance
- Reviews, approves or recommends approval of hospital personnel actions that require the submission to the DHS, the CSC, and Governor's Office and the OMB

The Office of Information Technology

This office is responsible for the effective delivery of vital IT services for the division, which include but are not limited to:

- Support of existing divisional software applications
- Analysis, design and development of new information system applications
- Preparation and publishing to DMHAS websites of customer, management, decision and ad hoc informational content as needed
- Inter-agency and inter-hospital software and data coordination
- Research and integration of new application engineering technology
- Web-based development and coordination
- Technical Services (technical leadership, reporting, support, end-user training, and consultation) to DMHAS users, partners, vendors and customers
- Local and Wide Area Network support services
- Help Desk and Desktop Support
- Production Services support for DMHAS IT Environment and Infrastructure
- Ensures client confidentiality standards are maintained as per HIPAA and CFR 42 guidelines with regards to the collection and reporting of data

The Office of the Deputy Director

This office is primarily responsible for New Jersey's publicly funded mental health and addiction services community based system of care, supervising daily operations and providing operational and policy direction, including, but not limited to:

- Oversight of the transition of the system of care to a managed behavioral healthcare approach, the integration of care for clients with co-occurring mental illness and substance use disorders, and the integration of addictions and mental health services within the primary healthcare setting.
- Supervision of DMHAS' supportive housing opportunities, Olmstead, and the federal Block Grant
- Direct all programmatic aspects of DMHAS including:
    - Research
    - Planning
    - Evaluation
    - Workforce development
    - Care management
    - Mental health and addiction prevention, early intervention, treatment and recovery support services
        - Women's services
        - Criminal justice services
        - Adolescent services

The Office of Managed Care

- Management and oversight of the addictions fee-for-service (FFS) initiatives, including network management, prior authorization, utilization management, customer service, and the FFS fiscal agent
- Development of the Managed Behavioral Health Organization, which will support the integration of substance use disorder and mental health services, the integration of behavioral health and primary care, community alternatives to institutional placement, the development of innovative delivery systems, braid funding, and provide opportunities for rate rebalancing with the goal of improving access, quality, consumer satisfaction, and value within our system of care

The Office of Prevention, Early Intervention and Community Services

- Comprised of one statewide and three Regional offices that are primarily responsible for oversight of the operation of the community behavioral health system of care
- Negotiate contracts with community providers and hospitals for the provision of prevention and early intervention services, as well as ambulatory outpatient and inpatient behavioral health care

- Oversee the implementation of the contracts to ensure that service commitments are met and that agencies are compliant with DHS/DMHAS program standards, State and Federal statutes, as well as other applicable rules and regulations, policies, procedures and protocols
- Monitor agency operations to ensure that services are delivered within the context of a recovery oriented and culturally competent system.
- Represent the DMHAS at statewide, county and local forums where information sharing, technical assistance and State input for problem solving, program design, advocacy for consumer and families as well as data collection and analysis is required
- Participates in agency reviews conducted by the Department's Office of Licensing, Medicaid and DHSS
- Available to assist consumers and families if there is dissatisfaction with services or difficulty in accessing or navigating the behavioral health system of care

The Office of Research, Planning and Evaluation

- Promotes the use of data-driven information to guide policy, planning and decision making
- Works in collaboration with all units in the division as well as other State departments, the provider community, stakeholders, consumers and families to support data driven policies and practices to improve access and quality care, and to implement the new HIT standards
- Conducts needs assessments, statistical analysis, plans and designs new statewide services based on defined needs, conducts research internally for special DMHAS projects, oversight of external research projects with vendors, performs data analysis/management for initiatives, maximizes the utilization of DMHAS data by creating consumer and management reports, develops/disseminates public information
- Centralization of RFP's
- Monitors program performance, the implementation of EBPs and promising practices, and the outcomes of the promising practices, as well as the production of the major planning documents for the Division that need to be submitted to external sources (i.e. grants, Annual Reports, Surveys, etc.)
- Facilitates monitoring compliance with grant reporting and deliverables, State and Federal requirements, and contract commitments.
- Develops processes to ensure continued monitoring and compliance with the Olmstead Settlement Agreement reporting requirements, DRNJ-4 (Rennie Lawsuit), and responds to DOJ requests for data.
- Participates in various statewide health information technology meetings to ensure that behavioral health is integrated into the overall statewide data and technology initiatives with regard to HIT

The Office of Treatment and Recovery Supports

Provides oversight, expertise and support over predominantly community-based, specialty services that are focused on supporting and individual's community tenure through the provision of treatment and recovery support, including:

- Acute Care Services
- Housing and Residential Services
- Information and Referral
- Intoxicated Driving Program
- Justice Involved Services
- Multicultural Services
- Programs for Assertive Community Treatment
- Supported Education and Supported Employment
- Services to Families
- Veteran's Services
- Workforce Development